

FEDERAL
ACQUISITION
INSTITUTE



Student Support Task Aids

*To foster a high-performing,
qualified civilian acquisition
workforce.*



<https://www.fai.gov/>



FAI@mail.mil

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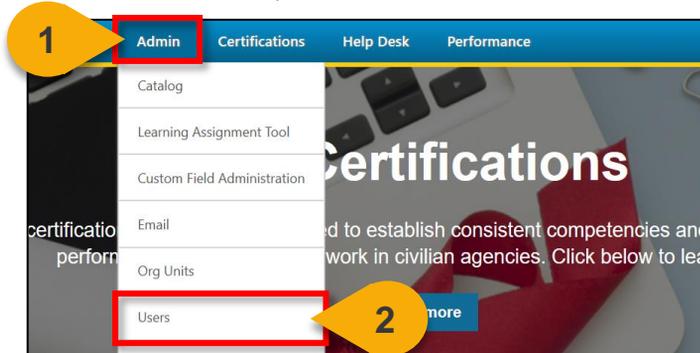
User Information



Search for a User

When you want to look up a User...

Steps 1 & 2: Hover over the **Admin** tab, then click **Users**.



Step 3: Enter User information into the **search fields**.

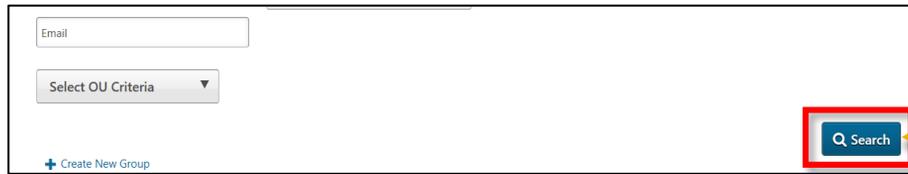
A screenshot of the 'Users' search form. The form contains several input fields: 'Last Name', 'City', 'Manager' (with a pop-out icon), 'First Name', 'State', 'Approver' (with a pop-out icon), 'User ID', 'Zip', 'Active' (dropdown menu), 'User Name', 'Country' (dropdown menu), and 'Email'. A 'Select OU Criteria' dropdown menu is located at the bottom. A red box highlights the search fields, and a yellow callout bubble with the number '3' points to the 'Approver' field.

Step 4: Click on **Select OU Criteria** to further filter your search if desired. A **dropdown menu** will appear and allow you to select the OU type. The pop-out icon will then appear and allow you to select the OU.

A screenshot of the 'Users' search form, identical to the previous one. A red box highlights the 'Select OU Criteria' dropdown menu at the bottom, and a yellow callout bubble with the number '4' points to it.

Search for a User (Cont. 1)

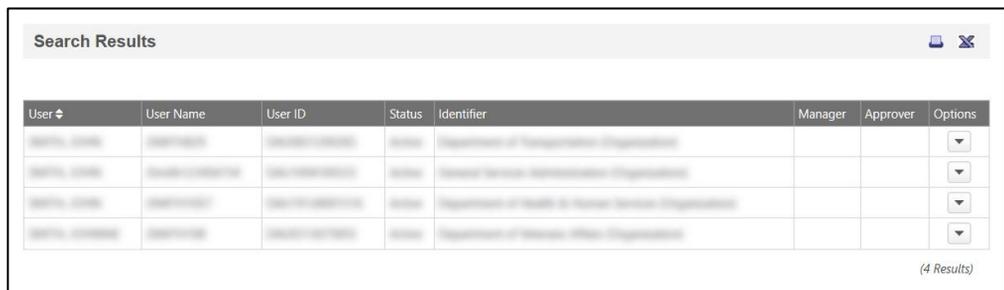
Step 5: Hit enter or click Search.



The screenshot shows a search interface with the following elements:

- An input field labeled "Email".
- A dropdown menu labeled "Select OU Criteria".
- A blue button with a magnifying glass icon and the text "Search".
- A red rectangular box highlights the "Search" button.
- A yellow callout bubble with the number "5" points to the "Search" button.
- A link labeled "+ Create New Group" is located at the bottom left of the search area.

The search results will populate. From here, you can view the User Record or Transcript for the User. See the "View User's Transcript" task aid for more information on how to perform this function.



The screenshot shows a table titled "Search Results" with the following columns and data:

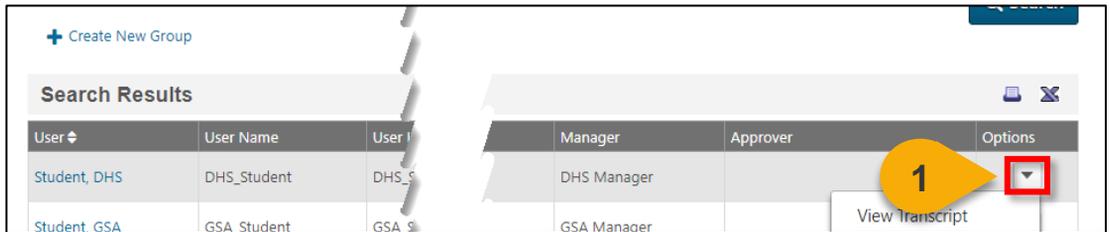
User	User Name	User ID	Status	Identifier	Manager	Approver	Options
...			▼
...			▼
...			▼
...			▼

(4 Results)

View User's Transcript

When you want to view a Transcript...

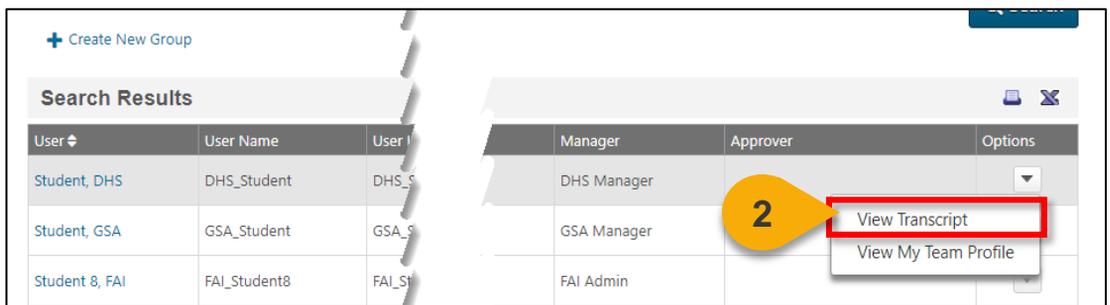
Step 1: Use the "Search for a User" task aid to find the User Record you wish to view. Click the **dropdown arrow** in the **Options** column.



The screenshot shows a table with search results. The 'Options' column for the first row is highlighted with a red box and a yellow callout bubble containing the number '1'. The table has columns for User, User Name, User ID, Manager, Approver, and Options.

User	User Name	User ID	Manager	Approver	Options
Student, DHS	DHS_Student	DHS_S	DHS Manager		View Transcript
Student, GSA	GSA_Student	GSA_S	GSA Manager		

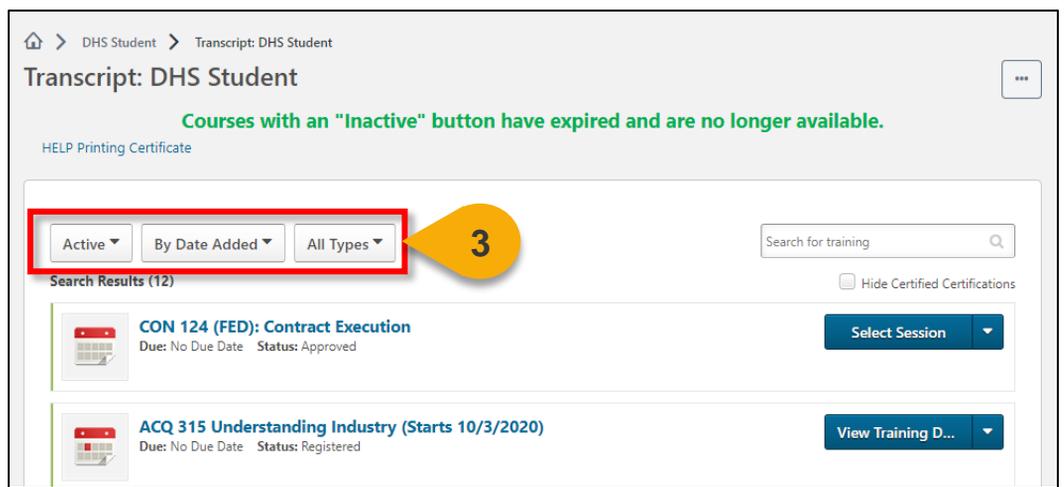
Step 2: In the dropdown menu, select **View Transcript**.



The screenshot shows the same table as in Step 1, but the dropdown menu for the 'Options' column is open. The 'View Transcript' option is highlighted with a red box and a yellow callout bubble containing the number '2'. The dropdown menu also includes 'View My Team Profile'.

User	User Name	User ID	Manager	Approver	Options
Student, DHS	DHS_Student	DHS_S	DHS Manager		View Transcript View My Team Profile
Student, GSA	GSA_Student	GSA_S	GSA Manager		
Student 8, FAI	FAI_Student8	FAI_S	FAI Admin		

Step 3: You will now see the **User's Transcript**. You can use the **filters** on this page to view items with a specific status or of a specific type. You can also change how your results are ordered. The default is set to order By Date Added.



The screenshot shows the transcript page for a user. The filters section is highlighted with a red box and a yellow callout bubble containing the number '3'. The filters include 'Active', 'By Date Added', and 'All Types'. The search results show two courses: 'CON 124 (FED): Contract Execution' and 'ACQ 315 Understanding Industry (Starts 10/3/2020)'. The page also includes a search bar and a 'Hide Certified Certifications' checkbox.

Transcript: DHS Student

Courses with an "Inactive" button have expired and are no longer available.

HELP Printing Certificate

Active | By Date Added | All Types

Search Results (12)

CON 124 (FED): Contract Execution
Due: No Due Date Status: Approved

ACQ 315 Understanding Industry (Starts 10/3/2020)
Due: No Due Date Status: Registered

Reports

Standard Reports Available to Student Support:

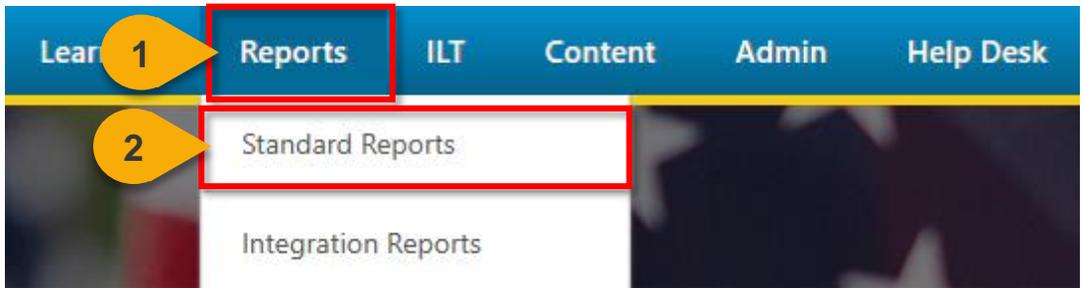
- User's OUs and Groups



View Standard Reports

When you want to view Standard Reports...

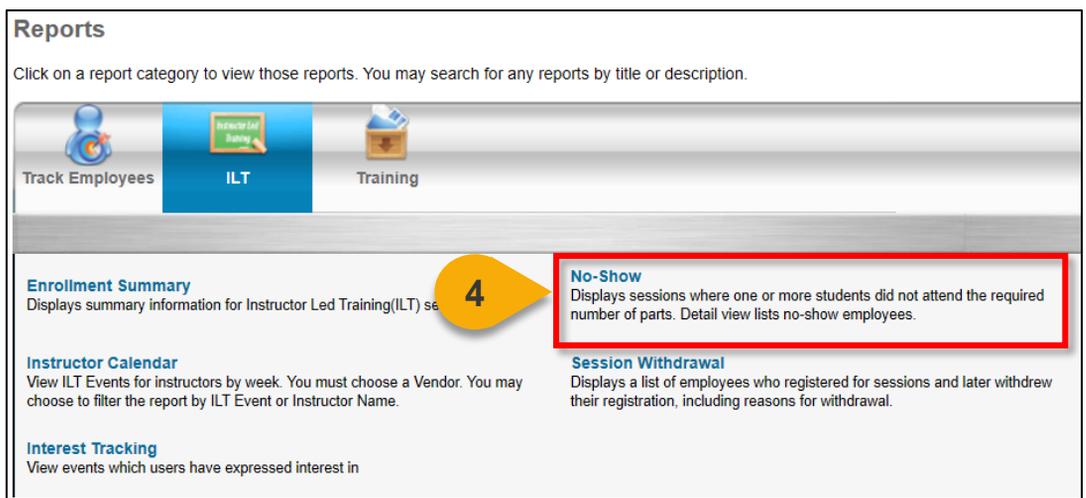
Steps 1 & 2: Hover over the **Reports** tab, then click **Standard Reports**.



Step 3: Choose the **Report Category**. The Report Categories available will vary depending on your roles.



Step 4: Select the type of report you would like to view by clicking on the **name of the report**. The reports available to you will vary depending on your roles. See the previous page of this task aid for the minimum reports you should see for this role.



View Standard Reports (Cont. 1)

Step 5: Enter data into the **filters** you would like to apply to the report. The filters available will vary depending on the report selected. The system will alert you if you try to run a Standard Report with required fields missing. Visit https://help.csod.com/help/csod_0/Content/Reporting/Standard_Reports/Standard_Reports_Overview.htm?Highlight=standard%20report for more information on specific standard reports.

Enrollment Summary
View summary information for Instructor Led Training (ILT) sessions.

Date Filters

Date Criteria: Select ▼ From: 12/1/2020 To: 12/28/2020

Advanced Filters

Facility :

Vendor : All

Instructor : (Please Select Vendor First)

Event :

Locator Number :

Printable Version Export to Excel Export to Text

Step 6: Select the option you would like for the export: **Printable Version**, **Export to Excel**, or **Export to Text** (when available). The file will download to your computer.

Advanced Filters

Facility :

Vendor : All

Instructor : (Please Select Vendor First)

Event :

Locator Number :

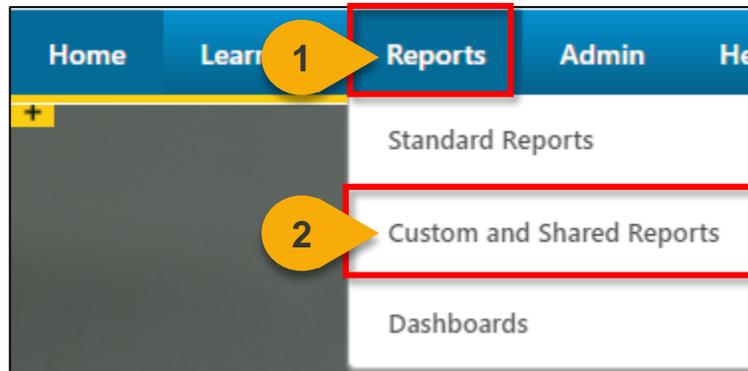
Printable Version Export to Excel Export to Text

Note: You may receive an error message when trying to open the spreadsheet. If this happens, click “Yes” to open the file.

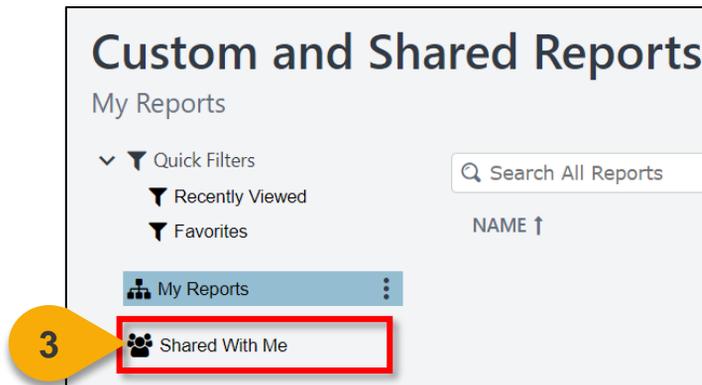
View and Download Custom Reports

When you want to filter and download a report...

Steps 1 & 2: Hover over the **Reports** tab, then click **Custom and Shared Reports**.



Step 3: On the left-hand side of the screen, click **Shared With Me** to see reports that have been shared with you.

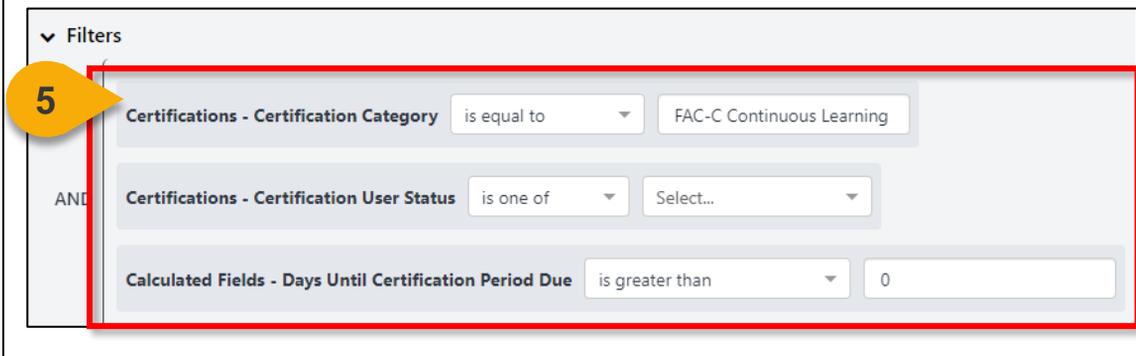


Step 4: Click the **Report Name** you would like to view to update the report filters.

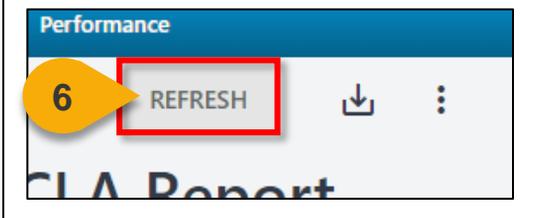


View and Download Custom Reports (Cont. 1)

Step 5: Update the **filters** as needed. The filters will vary based on the report.



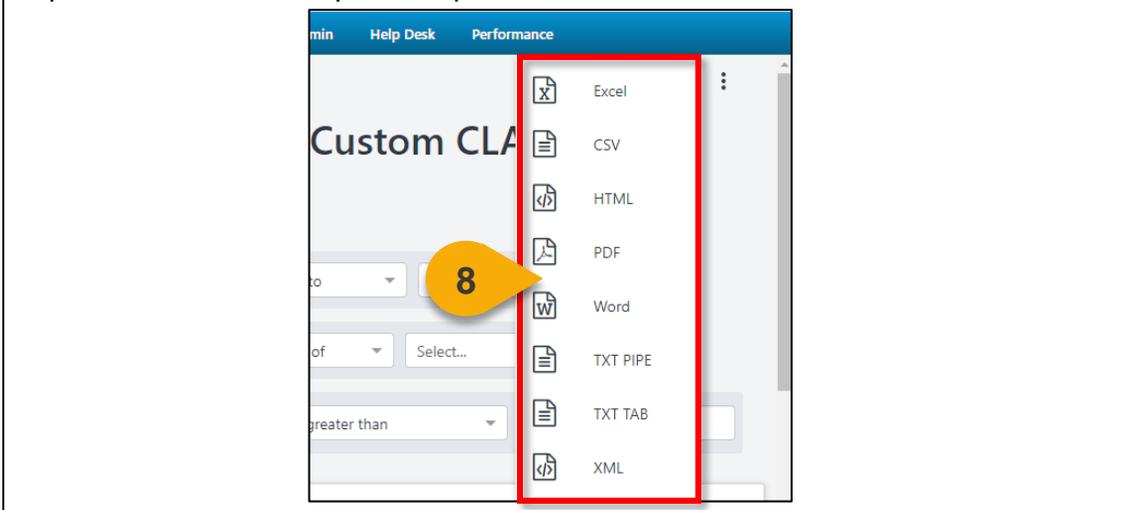
Step 6: Click **Refresh** in the top right corner to see a sample of the newly-filtered report, which will appear on the bottom portion of the page.



Step 7: Click the **Download Options** icon in the top right corner to see the formats available for this report.



Step 8: Choose the **File Format** in which you would like to download the report. The report will download to your computer.



Additional Resources



Additional Resources

Support Area	Support Provided	Contact
Defense Acquisition University (DAU) Help Desk	<ul style="list-style-type: none"> FAI CSOD System Questions and Issues FAI CSOD System Errors and Troubleshooting Password Issues and Resets 	Email: DAUHelp@dau.edu Phone: (703) 805-3459, X1
Your Agency's Acquisition Career Manager (ACM)	<ul style="list-style-type: none"> Agency-specific Acquisition Training, Certification, and Continuous Learning (CL) Requirements Agency-specific Acquisition Policies and Procedures Career Development Training and Development Opportunities 	https://www.fai.gov/humancapital/acquisition-career-manager-acm
FAI CSOD Training Materials and Online Resources	<ul style="list-style-type: none"> Task Aids for FAI CSOD Roles FAI CSOD Training Videos Other Guidance for Performing Tasks in FAI CSOD 	https://dau.csod.com/catalog/CustomPage.aspx?id=221000511 https://dau.csod.com/catalog/CustomPage.aspx?id=221000509
FAI Website FAQs	<ul style="list-style-type: none"> FAI CSOD Migration Acquisition Training Federal Acquisition Certifications (FAC-C, FAC-COR, FAC-P/PM) More! 	https://www.fai.gov/page/migration-faitas-fai-cornerstone-ondemand-csod-faqs
FAI Staff	All other questions	faicsod@gsa.gov